

POSITION DESCRIPTION

POSITION TITLE	PATIENT CARE ASSISTANT	
REPORTS TO	REGISTERED NURSE	
DEPARTMENT	CLINICAL	
MAIN PEOPLE INTERACTIONS	INTERNAL Clinical Team Support Coordinators Administration Team Cleaning Team Catering Team Volunteers	EXTERNAL Patients Family/Carers
POSITION PURPOSE	Provide high quality patient personal care services under the guidance and direction of the on duty clinical team member, and in accordance with the applicable national standards and the Hospice's policies, procedures and codes.	
MISSION, VISION AND VALUES	MISSION Albany Community Hospice continues to be a leader in the provision of specialised palliative care, end of life choices, support and education so our community can experience death with dignity in a manner and place of their choice. VISION Our community has access to, and values the contribution of, quality palliative and end of life care VALUES <ul style="list-style-type: none"> ❖ Compassion ❖ Integrity ❖ Inclusivity ❖ Collaboration ❖ Excellence ❖ Innovation 	
EXPECTED BEHAVIOURS AND ATTITUDES	<ol style="list-style-type: none"> 1. Actively support the Hospice's Mission and Vision; 2. Adhere to Albany Community Hospice's values; 3. Adhere to the Hospice's Policy, Procedures and Codes; 4. Adhere to health and safety procedures and actively contributes to maintain a safe, healthy and hazard-free environment; and 5. Demonstrate: <ul style="list-style-type: none"> ○ energy, enthusiasm and drive; ○ self-awareness and consideration; ○ an ability to maintain confidentiality; ○ honesty and an outstanding work ethic; ○ loyalty to the role, people and the Hospice; ○ commitment to continuous improvement; ○ a positive and proactive attitude; and ○ respect for self and others. 	

KEY POSITION RESPONSIBILITIES	TASK FOCUS AREAS
<p>Provide Effective Personal Care Services</p>	<p>Provide high quality patient personal care services consistent with the guidance and direction of the on duty clinical team member, and in accordance with the Hospice's policies, procedures and codes;</p> <p>Provide feedback to on duty team members regarding patient care and requirements, as necessary;</p> <p>Assist with all aspects of patient handling, in accordance with best practice protocols;</p> <p>At the commencement of a shift consult duty roster and complete allocated tasks;</p> <p>Undertake effective hygiene and infection control practices in accordance with the Hospice's policies and procedures;</p> <p>Complete cleaning, laundry and waste management activities effectively and in a timely manner;</p> <p>Undertake catering and kitchen operations, maintaining a commitment to providing appetising and nutritious food and maintaining high hygiene standards;</p> <p>Monitor stock levels in patient accommodation and replenish stock as required;</p> <p>Provide personal care services in an integrated manner to ensure the patient experiences a seamless transition within and between services.</p>
<p>Undertake Effective Communication</p>	<p>Communicate effectively and accurately with the patients, carers, family members and colleagues ensuring dignity and respect is maintained at all times;</p> <p>Communicate with clinical team members and other care providers regarding patient needs and requirements in a timely, accurate and complete manner; and</p> <p>Actively participate in clinical team and internal meetings and external forums.</p>
<p>Actively Support Hospice Operations</p>	<p>Promote and comply with all relevant legislative and regulatory obligations, and adhere with the Hospice's codes, policies and procedures;</p> <p>Complete administrative and operational activities in alignment with Hospice requirements;</p> <p>Be willing to actively participate in continuous improvement initiatives and projects;</p> <p>Promote and undertake safe work practices; and</p> <p>Be willing to undertake tasks as requested by the Hospice Management.</p>

CRITERIA	
<p>QUALIFICATIONS</p>	<p>As a minimum hold a Certificate III in Aged Care (or equivalent);</p> <p>Satisfactory National Police History Check;</p> <p>Hold appropriate Australian work rights; and</p> <p>Maintain the currency of expertise through ongoing professional development.</p>
<p>KNOWLEDGE AND EXPERIENCE</p>	<p>Knowledge of all relevant legislation and regulations;</p> <p>Knowledge and experience of approved food safety principles;</p> <p>Knowledge and experience of hygiene and infection practices and protocols;</p>

	<p>Knowledge and understanding approved of manual handling techniques; Knowledge of safe work and quality practices and a commitment to apply them.</p>
SKILLS AND ABILITIES	<p>Advanced interpersonal skills, enabling harmonious and positive relationships with colleagues, patients, and family members/carers; Sound written and verbal communications skills; Sound time management and organisational skills; Demonstrated ability to be self-directed and motivated; Demonstrated ability to work autonomously and as part of a team; Sound problem solving and critical thinking skills; Demonstrated ability to be flexible and adopt change; and Sound Information Communication Technology (ICT) skills.</p>

ACKNOWLEDGEMENT

I _____, confirm that I have read and understood the expectations detailed in this position description. I agree to work in accordance with this document, and I will use all my knowledge, experience, skills, and abilities to meet the role’s requirements.

EMPLOYEE NAME:

EMPLOYEE SIGNATURE:

DATE:

HOSPICE MANAGEMENT NAME:

HOSPICE MANAGEMENT SIGNATURE:

DATE:

Instructions
<ol style="list-style-type: none"> 1. Read the Position Description carefully and keep a copy available for you to refer to at work. 2. If you need anything clarified, ask your manager. 3. As the needs of the Hospice evolve, your Position Description may need to be revised. This would occur in collaboration between you and your manager.